DOCUMENT RESUME

ED 065 743 AA 001 038

TITLE	User Problems Associated with the Services of Federal and Quasi-Federal Technical Information Producing Agencies.
INSTITUTION	Los Angeles Regional Technical Information Users Council, Calif.
REPORT NO	LARTIUC-R-1
PUB DATE	Dec 71
NOTE	73p.; Report for period June 1970-July 1971
EDRS PRICE	MF-$0.65 HC-$3.29
DESCRIPTORS	*Government Publications; Information Dissemination; *Information Seeking; *Information Services; Library Collections; Library Services; Professional Personnel; Regional Programs; *Technical Reports; *Use Studies; Voluntary Agencies
IDENTIFIERS	Air Force; Army; CPIA; GOP; Navy; NTIS

ABSTRACT

Nine reports of the Los Angeles Regional Technical Information Users Council, which identify and discuss user problem areas and recommend solutions, comprise this document. The topics of the reports are: (1) Air Force Technical Objective Document Release Program (AFTOD); (2) Army Qualitative Requirements Information Program (QDRI); (3) Navy/Industry Cooperative R&D Program (NICRAD); (4) Limited Documents; (5) Technical Abstract Bulletin (TAB); (6) Repro-Masters and DDC Forms; (7) National Technical Information Service (NTIS); (8) Chemical Propulsion Information Agency (CPIA); and (9) Government Printing Office (GPO). Each topic was assigned to a committee and a chairman appointed from approximately 40 members representing 35 companies and institutions. A Summary of Findings and Recommendations of the nine reports is provided. In addition, copies of correspondence and other papers pertinent to the reports are included. A roster provides the names and addresses of members of the Los Angeles Regional Technical Information Users Council. (DB)

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USER PROBLEMS ASSOCIATED WITH THE SERVICES OF FEDERAL AND QUASI-FEDERAL TECHNICAL INFORMATION PRODUCING AGENCIES

LARTIUC REPORT NUMBER 1

JUNE 1970 - JULY 1971

LOS ANGELES REGIONAL TECHNICAL INFORMATION USERS COUNCIL (LARTIUC)

LOS ANGELES, CALIFORNIA

DECEMBER 1971

AA001038

PREFACE

The Los Angeles Regional Technical Information Users Council was established in June 1970 to act as an unofficial collective forum of communication with the Federal Government technical information agencies. The Council is composed of librarians and information specialists of companies and other organizations in Southern California who are vitally concerned with the problems of dissemination of scientific and technical information and its products. The members were organized into several committees to investigate and study problem areas and to report their findings to the Council. In the first year of operation, 11 topics were assigned to the committees. Two reports were dropped from consideration: (1) DDC Group Announcement Bulletin Program (GAB), and (2) Documents stamped "Not for Release to Foreign Nationals." Nine reports were approved by the Council and have been assembled in this volume. Copies are being forwarded to all agencies directly involved.

The work of the committees represents many hours of volunteer time on the part of the members. It is creditable that each of them kept in mind the goal of rendering improved services to the ultimate users, the library's clientele. Therefore, the recommendations and proposals, explicit and implicit, embodied in the reports are submitted herewith in the spirit of the Council's original purpose, namely that of mutual cooperation and understanding.

Mrs. Joe Ann Clifton
Chairman
Los Angeles Regional Technical
Information Users Council

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SECTION 1.

INTRODUCTION

Los Angeles area librarians no less than other librarians throughout the United States have lived with and talked about and around the problems associated with their use of the services of Federal and quasi-Federal information producing agencies. Until recently, most of these problems revolved around four basic factors:

1. The length of time it takes to obtain a report, document, or other publication.
2. Methods of payment for documents.
3. The limitations placed on the documents themselves by the issuing or monitoring agencies, such as "no foreign" or proprietary statements, security considerations, etc.
4. Indexes and retrieval guides.

In the past several years budget restraints have caused additional problems. These are:

5. Charges for services.
6. Drastic reductions in free distribution items by all government agencies.

The vehicles for communicating or even solving these continuing problems have not always been satisfactory. Individually, librarians have often dealt directly with the agencies concerned with varying degrees of success. Indirectly, special and other librarians drawn together by similar or related interests have occasionally met in attempts to find solutions or merely to have "gripe" sessions. Some of these meetings have been sponsored by their professional associations, the Pacific Technical Information Services (formerly the Pacific Aerospace Library), or the local branch of the American Institute of Aeronautics and Astronautics. At the national level Los Angeles librarians have also been helped in part by the activities and efforts of the National Security Industrial Association (Technical Information Committee) and the Special Libraries Association (Government Information Services Committee).

For many years we have listened to and talked to a variety of emissaries from Washington or the local representatives of Federal agencies. Some of our recommendations for improving their services have been accepted, others either ignored, put aside, or rejected. But much more than infrequent, casual approaches to the problems needed to be done. In June 1970 John Berry, Office of Customer Relations, Defense Documentation Center (DDC) suggested that we organize a committee similar to the Committee of DDC Users in the Greater Washington, D.C. Area. Its purpose would be to discuss DDC services and provide user reactions. The idea was quickly and enthusiastically accepted. Joe Ann Clifton spearheaded the new organization as its chairman and called the first meeting on June 22, 1970 under the name of DDC Users Council for the Greater Los Angeles Area and Santa Barbara.

Fresh in the minds of the members was the activity of the Washington, D.C. Committee as reported at the 1970 Detroit Special Libraries Association Conference. That Committee had been established by Washington, D.C. librarians in June 1969, one year after DDC had discontinued its free document service. It was the intention of the Committee to explore areas of major and common concern and then to make recommendations to DDC as a group. Following this pattern, the Los Angeles librarians forthwith proceeded to work. Eleven topics were identified as follows:

1. Air Force Technical Objective Document Release Program (AFTOD)
2. Army Qualitative Development Requirements Information Program (QDRI or QRI)
3. Navy/Industry Cooperative Research and Development Program (NICRAD)
4. Limited Documents
5. DDC Technical Abstract Bulletin (TAB)
6. Repro-Masters and DDC Forms
7. DDC Group Announcement Bulletin Program (GAB)
8. Documents stamped "Not for Release to Foreign Nationals"

9. National Technical Information Service (NTIS), formerly Clearinghouse for Scientific and Technical Information (CFSTI)

10. Chemical Propulsion Information Analysis Center (CPIA)

11. Government Printing Office (GPO)

Each topic was assigned to a committee and a chairman appointed from approximately 40 members representing 35 companies and institutions, as listed in the appendix. The chairmen were instructed to define the problems and recommend solutions. Reports of the committees were to be submitted in writing and when approved by the Council would be sent to DDC.

It was apparent during and immediately after the first meeting that the Council had extended its scope of inquiry beyond the original purpose of providing DDC a "grass roots" communication link with its heaviest users. Thus, at the very next meeting held on September 8, 1970 the Council was redesignated "Los Angeles Regional Technical Information Users Council." Its objectives were to consider and attempt to stimulate improvement in all of the government information services.

The Council has been meeting frequently since its formation in June 1970. Various invited Federal Government agencies have sent representatives to attend its meetings as follows:

Defense Documentation Center

John Berry

Department of the Air Force, Air Force Systems Command

AFTOD Program

Major William Dunsavage

Defense Contract Administration Services Region, Los Angeles

Brigadier General John Chandler

Joseph Sullivan

Marvin Stacey

Joseph Brandtner

Lloyd M. Kelly

Department of the Army, Qualitative Requirements Information Program

Milton Walkup

National Technical Information Service

William T. Knox

By the end of July 1971 the committees had completed their studies and submitted written reports to the Council. Two reports were dropped from consideration:

1. DDC Group Announcement Bulletin Program (GAB). This program was discontinued by DDC on June 30, 1970.

2. Documents stamped "Not for Release to Foreign Nationals." The problems connected with this topic were largely eliminated by the revision of DOD Directive 5200.20 dated September 24, 1970.

Nine reports were approved by the Council and are included in this volume together with appropriate correspondence and other documentation.

At one of its meetings, the Council had decided to omit the membership of the Committees from the individual reports to indicate to the agencies that the recommendations emanated from the whole Council. It was also agreed that the approved reports would be assembled into a single volume and published as LARTIUC Report Number 1. Subsequent volumes will appear irregularly and cover such topics as: Coordination of Government Information Programs, Retention of Classified Material, DOD Information Centers' Charging Schedules, etc. Copies of completed volumes will be distributed to each government agency affected and to others concerned with the problems encountered and recorded by the Council members.

Thus far the Council has had to make one exception to its policy. The report on the Clearinghouse for Scientific and Technical Information had been completed and approved in September 1970. However, in November 1970 the Department of Commerce announced a major reorganization in which the functions of CFSTI were absorbed by the new organization National Technical Information Service. Under these circumstances the Council sent the report to the Director of NTIS, William Knox, in the hope that he would find its recommendations useful for planning or

instituting changes.

The Los Angeles Regional Technical Information Users Council is engaged in a challenging experiment. In a very short time it has become a useful collective forum of communication with government technical information agencies. It should be emphasized that the organization is unofficial. Nevertheless, almost all the participants are active members of various information science and library societies. Their familiarity and concern with the problems generated by the dissemination of scientific and technical information and its products should provide invaluable assistance to the Federal Government.

SECTION 2.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

AFTOD (See Section 3)

1. Not enough people use TOD. There seems to be a certain secrecy about the program through nonpublicizing, controlled distribution, etc.
2. Restricted Data material cannot be acquired through TOD.
3. There is a need-to-know problem. Liaison officers and approvers have traditionally wanted more need-to-know than company security men have been willing to have expressed, or that requesters have been willing to describe in sufficient detail.
4. L-document acquisition via TOD (or any other method) takes too long. The barriers associated with the acquisition of L-documents should be removed. (See also Section 6, Report of the Committee on Limited Documents)
5. It might be reasonably inferred that TOD was designed for use in answering proposals. When an RFP is received, contractors must be able to get necessary documents quickly if they are to do a good job of responding to Air Force needs. It would seem to be in the government's own interests to make document acquisition faster and easier.
6. The TOD program as presently constituted is very useful. The government administrators seem more inclined to approve requests now, if we would only give them enough information (i.e., need-to-know) to go on. The government people could put themselves in the contractor's shoes a bit more.

QDRI (See Section 4)

1. The QDRI program and its usefulness need more publicity.
2. QDRI is less well known as an access medium to DDC than

the TOD program.

3. Few Southern California companies use the QDRI for access to DDC.
4. Those companies which do use the QDRI program as a "need-to-know" apparently have no trouble, at least none that we could find.

NICRAD (See Section 5)

1. The Committee recommends steps be taken to improve communications about NARDIC and NICRAD both within the Navy and industry. Many users now expect too much from the NICRAD program as it is currently constituted, and this can often lead to unjustified disappointment. The Committee commends a recent effort to provide information concerning the program in a widely read industry-oriented periodical. It is strongly recommended that there be fuller treatments of the NICRAD Program at various levels of understanding which appear in a variety of information sources.
2. The Committee compliments the Navy for establishing NARDIC as a focal point of contact. However, the Committee feels NARDIC might well enlarge its present role by systematizing understanding and use of EDPES and similar planning series which are now widely dispersed among the individual agencies, bureaus, and commands.
3. The Committee strongly suggests that librarians and other information personnel must share part of the responsibility to seek a thorough understanding of the present program and how it is intended to operate.
4. There is a distinct need for improved documentation and increased availability. As a minimum, this should take the form of a summary/checklist on NARDIC, NICRAD, and related Navy technical information programs.

5. The Committee finds little, if any, identifiable unique benefit from a classified information acquisition viewpoint resulting from participation in the NICRAD Program.

Limited Documents (See Section 6)

1. The releasing agency should hasten approvals once the contracting officer has approved the request.
2. The definition of the "L" restriction be redefined and more carefully applied to documents.
3. Fewer documents be restricted by the "L".
4. The "L" restriction be eliminated altogether.
5. The FOIR should be sufficient to obtain all documents within the security classification limits of the contract.
6. Form 55's requesting the "L" document should be approved or disapproved and returned to the requester as soon as possible.
7. A reason for disapproval should be given.
8. DDC should clarify to releasing and approval agencies what they should do when the forms are received.

TAB (See Section 7)

1. The increasing number of TAB citations being published without abstracts is a disappointing development.
2. The increasing number of "L" document citations is regrettable and frustrating.
3. The indexing vocabulary is too generalized. It should be expanded with an aim toward greater specificity. Also new terminology should be added more quickly.
4. The indexing vocabulary should include identifiers, e.g., Apollo or hardware nomenclature as the NASA STAR does.
5. The assignment to the COSATI categories within TAB appears arbitrary.

6. There continues to be a need for a West Coast depository of DDC microfilm.
7. The inclusion of classification change instructions in several TAB's is deplorable.
8. The guidelines for inclusion of documents in the unannounced 396 000-399 000 and 490 000 AD series should be explained in a DDC Digest.
9. The "Notices of Changes in Classification Distribution and Availability" should be compiled periodically.
10. The classification of the TAB index is a lamentable step.
11. It is strongly recommended that the portions of the Index which are or could be unclassified be so marked.

Repro-Masters and DDC Forms (See Section 8)

1. In general DDC service was rated from good to superior.
2. Complaints center largely on the inadequate supply of DDC forms.
3. There was a suggestion for more quality control on the part of DDC.
4. Comments about the various forms:
   a. DDC-1 Document Request: All blocks to be completed by the requester should be on the same line.
   b. DDC-55 Limited Document: (1) More space should be allotted to the author, title, and originating requester signature blocks. (2) The releasing agency should be required to provide a specific reason when a request for a limited document is disapproved. (3) DDC should publish a separate sheet of instructions outlining the procedures the releasing agency is to follow in reviewing requests for a limited document.
   c. DDC- R & T Work Unit Summary/Report Bibliography: The Literature searches often result in too many citations which are not relevant.

5. Repro Masters. Prior to supply of repro masters to DDC users, DDC should notify the user of the format of the master and the printing process that must be used to reproduce the master.
6. Microfiche. Of the thirteen libraries surveyed, only two are not using microfiche. The Libraries using microfiche find it generally of good quality. The biggest problem occurs when trying to duplicate the fiche or make hard copy, especially when the fiche is fifth, sixth, or more generation.
7. Hard Copy. There are occasional problems with quality of the hard copy, and since there is a $3.00 charge, good copy should be assured.
8. Indexes. All users surveyed agreed there had been a vast improvement in the form and quality of the indexing.

NTIS (See Section 9)

1. Change the present format of both the USGRDR and its indexes to ones that are similar to those used by DDC's TAB.
2. Review NTIS procedures on deposit account statements.
   a. Explain "service charges"
   b. Improve bill itemization with respect to JPRS's
3. Prepare and publish cumulative indexes for those years which are still lacking.
4. Revise coupon system to incorporate $10.00 charges.
5. Re-design deposit order form, if necessary, in order to improve multiple copies service.
6. We are concerned that NTIS is not able to provide machine-searching of its holdings, as do DDC and NASA.

CPIA (See Section 10)

1. All users are well satisfied with the depth and quality of the services, publications and indexes provided by CPIA.
2. Most users are not truly unhappy with their assessment, though the method by which the assessments were derived is not well understood nor is it considered fair by all users.

3. To reduce or modify the charges several corporations have asked and received assessments for individual divisions and this has tended to put the charges more fairly on the actual using groups and has furthermore tended to reduce the over-all charge to a corporation.
4. A minor complaint has to do with the Chemical Propulsion Newsletter which is presently classified CONFIDENTIAL. This restricts its use. However, representations to the Agency has led to assurances that future issues of this useful publication will be issued as UNCLASSIFIED publications.

GPO (See Section 11)

1. The GPO should give priority to current listing of items in the Monthly Catalog.
2. The GPO should adhere to a timely publication schedule for the Monthly Catalog. (The December 1970 issue had not appeared by mid-February 1971.)
3. The GPO should expand the index to the Monthly Catalog. Attention should be paid to entries for chairmen of government commissions and committees, and their conventional as well as official form of names.
4. The GPO should utilize a single-item, multi-copy order form, with provision for ordering multiple copies of the item. The order form should provide copies for requester's retention, GPO shipping, reply form, and Deposit Accounting.
5. The GPO should print the GPO catalog numbers on the documents.

SECTION 3.

REPORT OF THE COMMITTEE ON THE AIR FORCE TECHNICAL OBJECTIVE DOCUMENT RELEASE PROGRAM (AFTOD)

MAY 1971

Introduction

At the Users Council organizing meeting of June 22, 1970 the question was raised generally as to what companies could do about need-to-know, especially when large contracts are expiring and disappearing. The use of the Air Force's TOD program, the Army's QRI program, or the Navy's NICRAD program was suggested. This report reviews the current status of obtaining documents via the TOD program, as reflected in the success (and sometimes lack thereof) of two Los Angeles area companies in doing so, plus observations by other librarians responsible for TOD utilization in their companies. This report, then, is not limited to the personal experience of the Committee members, but includes the broad knowledge of various individuals. Comments and observations expressed herein are those of the individuals concerned, and are not to be construed in any way as statements of their respective companies.

Since other committees were formed to study the Army and Navy programs, this report is essentially related only to the Technical Objective Document (TOD) Program of the Air Force. We believe, however, that TOD techniques applied to the Army and Navy programs should contribute to success in using those programs.

Applying the TOD Program

The TOD Program is of course ideal, and sometimes necessary, for obtaining information to submit proposals to the Air Force, but perhaps an even better use of TOD is in the acquisition of documents before that time, in anticipation of the needs of one's scientific and technical community. This we do not regard as misuse of the TOD Program, for after all, contractors are not going to invest time in research and development effort without a potential customer in mind

(i.e., the Air Force in this case). Or, as one Council member put it, "We do some selective anticipatory use of the TOD need-to-know but well within the framework as we understand it. Besides, at $3.00 a crack for hard copies, we are hardly going to be indiscriminate in our requests."

On the other hand, the Air Force officer in charge of TOD cited some 200,000 documents as having been requested from the Defense Documentation Center in eighteen months using TOD as authority. This seemed to him an inordinately high volume of legitimate requests. He might well wonder at the volume, and perhaps volume is the real basis for disagreement between Air Force and contractor; how much anticipatory use of TOD is legitimate, if any? A contractor would tend to feel that any document of potential use is legitimate to request, whereas a conscientious government official would not necessarily agree.

The Committee agrees on the importance of having one's DDC Form 1540 ("Registration for Scientific and Technical Information Services") cover as many subject fields as possible. With broad coverage, one can have very good luck ordering documents so long as they are not RD (Restricted Data) or L-documents (Limited documents, a Defense Documentation Center designation). Restricted Data material cannot be obtained via TOD, and L-documents are another problem (discussed below), but TOD can be utilized very successfully as a basic "contract" for ordering unclassified and classified reports, bibliographies, etc. when a regular contract does not exist, or has not been registered.

One question about 1540's; are those who approve them sufficiently aware of the significance of cross-disciplinary approach in R&D today, so that they do not interpret too narrowly the requested subject fields? For example, a problem in electronics (Field 9, Group 1) can impinge on, or utilize theories from many other fields; or what may be a negative effect in one field may become a positive effect in another field (patents frequently are based on these role reversals). The question arises, do narrow specialists, or too broad generalists, lack understanding of requests for widely divergent subject fields?

One widespread flaw in the application of TOD lies in the large number of requests that are sent to the main TOD office at Andrews Air Force Base for approval to obtain documents. This misunderstanding very possibly resulted, on the West Coast at least, because the last bulletin from the local TOD office before it was closed down informed us that Andrews AFB would henceforth handle TOD business. While Andrews AFB is headquarters for TOD activities, approval for a document request should be obtained from the Air Force laboratory responsible for the particular TOD the document is to be used for.

An obvious misuse of TOD has occurred at times when TOD has been used to request a document for the stated purpose of answering an Army or Navy request for proposal. QRI or NICRAD, the Army and Navy programs, would be in order for such requests.

TOD, incidentally, offers some potential advantages in the realm of document retention. Although fields of interest change, TOD does not expire the same way contracts do.

How Successful is TOD at Present?

Generally speaking, revised procedures since closing of the Los Angeles Air Force Systems Command Scientific and Technical Liaison Office seem to work, although it was convenient to have a helpful representative within easy phone call to whom one could talk about problems.

Some companies have central Request for Proposals (RFP) control offices that initiate and arrange for participation in the TOD Program, getting necessary approvals, deciding who will be on the distribution list, etc. Some companies cannot afford such an office, and it is up to the conscientious, knowledgeable, and overworked librarian to try to interest the proper authorities in his/her company to participate. Most librarians would probably be willing to assume distribution duties in exchange for having one more means of obtaining documents requested by their library users. Is this a typical situation for librarians of small but diversified companies to find themselves in? It seems so.

Registrations for Defense Documentation Center services were recertified last year more or less automatically and without unnecessary effort on the part of contractors. It is the hope and intention, we understand, of the present officer in charge of TOD to make the annual registration for TOD easier also, and fair to all, and there are several ideas that are being considered to that end. For instance, one idea would be for the contractor to certify that the information given in the previous year's registration form is still substantially correct, or if not, to bring the information up to date, rather than starting all over. Thus, the Air Force seems interested in making the TOD Program even more useful and easier to use (correctly) than it is now.

Some members of the Council observed some inconsistency among the responsible Air Force laboratories as to their requirements for registering or renewing TOD. Upon reviewing this situation, the Committee learned that there should not have been any inconsistency. All laboratories should have required the complete registration package (i.e., application forms such as DoD Form 1630, Research and Capabilities Standard Index, Internal Research and Development brochures, biographies, etc.). This inconsistency resulted from the same factors that have made 1971's TOD documents so late in being issued--namely, reorganization and personnel reduction within the Air Force; private business does not have a corner on the economic squeeze market. The Air Force hopes TOD business will proceed more smoothly this year, as the various laboratories have a year's experience with TOD, whereas last year they were new at it and had to perform TOD duties in addition to their regular duties, and with no increase in staff.

Under new procedures Form 55's (requests for L-documents) go to the responsible Air Force laboratory listed in the appropriate TOD document. A review of recent requests at one company showed that two-thirds of the requests for L-documents had been approved, one-ninth had been disapproved, with the remainder still in process. Thus, although present procedures may seem at first glance to be awkward and time-consuming, they have apparently had a beneficial effect. Approving officials seem to

have a better knowledge of a more limited field, and can judge individual requests better.

Drawbacks to TOD at Present (Areas for improvement can readily be inferred; what should be is more or less just the opposite of what is stated to be.)

Not enough people use TOD. There seems to be a certain secrecy about them through nonpublicizing, controlled distribution, etc. The librarian can stimulate use of TOD's by announcing their availability in library information bulletins, notifying individuals with known specific interests, talking with individuals concerned with RFP's and contracts, introducing individual scientists and engineers to TOD as appropriate, etc.

Restricted Data material cannot be acquired through TOD. This is an obvious drawback. Contractors sometimes will need RD material to satisfy government needs.

There is a need-to-know problem. First, liaison officers and approvers have traditionally wanted more need-to-know than company security men have been willing to have expressed, or that requesters have been willing to describe in sufficient detail. "Another example of government red tape!" is a typical comment. Proprietary information is also involved. Companies develop expertise in various fields through company funded R&D. They are naturally reluctant to be too specific about need-to-know for fear of giving something potentially profitable away. This inhibits their getting needed documents, and thus providing the government with some new knowhow or product that they want. The men who have to approve requests quite understandably want as much information as possible, in order to make a fair and intelligent decision, and this further impedes the requester's getting the documents he needs.

L-document acquisition via TOD (or any other method) takes too long. Many requesters when apprised of a likely two or three months delay before the document can be obtained say: "Never mind, there isn't time." Hence, the relatively light use of TOD for this purpose. Library personnel have tried to help the requester by such devices as the form in Figure 1. The barriers associated with the acquisition of L-documents should be removed, for they interfere with the free-flow-of-information principle espoused at various times by government officials but about which not very much is done.

One company's TOD program is renewed and controlled by the office responsible for RFP's, and thus it might be reasonably inferred that TOD was designed for use in answering proposals. However, when an RFP comes in, it must be responded to immediately; there is absolutely no time for any lengthy acquisition procedure. Contractors must be able to get necessary documents quickly if they are to do a good job of responding to Air Force needs. It would seem to be in the government's own interests to make document acquisition faster and easier. In an attempt to circumvent this problem various laboratories and departments in various companies have specialists among their staffs who try to anticipate their own needs (i.e., the needs of potential customers), and order documents before their actual need, using TOD if they have no contract to use. By this method, the two to three months delay becomes more tolerable.

Furthermore, it would help to receive a yes or no answer to L-document requests sooner. One request was finally approved after nine months, the contract having expired in the meantime. Also, if a request is rejected, the reason should be stated.

Summary

The TOD program as presently constituted is very useful. The government administrators seem more inclined to approve requests now, if we only give them enough information (i.e., need-to-know) to go on.

However, there seems to be some analogy between government information programs and the microfilm industry: users constantly complain that manufacturers do not really consider user needs when designing and marketing microfilm equipment; some government document regulations and personnel who interpret them seem to lack user consideration and stress one-way cooperation towards the government. This is perhaps over-harsh judgment, but the government people could put themselves in the contractor's shoes a bit more.

The L-document situation especially should be overhauled. It was not the intention of this Committee to cover ground assigned to another committee, and we apologize for doing so, but L-documents are so tied in with the TOD program we could not avoid discussing them.

For document acquisition librarians who have some phobia about TOD, it has been the experience of some of us that the benefits are worth the cost. Acquiring non-L documents is simple. By following carefully the established routines and observing the rules suggested by the form in Figure 1, even acquiring L-documents is feasible when time permits.

Date_____

To: The Requesters of Limited Documents

Your request(s) for L-documents is/are returned for the reasons checked:

___No contract number is cited.

___No need-to-know is given.

___Need-to-know must state specifically how the requested document applies to the cited contract.

If no in-service contract can be cited, it may be possible for us to obtain your document through the Technical Development Objective Program. To accomplish this,

___Cite a specific Technical Development Objective (TDO) within the Technical Objective Document (TOD) Program, and

___Give a brief description of the research effort for which the document is desired (and how the document is relative to the effort), and

___Describe briefly the end objective of this research.

___Your request was processed by us but was denied elsewhere (i.e., by the releasing agency or sponsoring Military Agency) for the following reason:

_____

___Other:_____
_____
_____

Figure 1. Form for Acquisition of L-Document

SECTION 4.

REPORT OF THE COMMITTEE ON THE ARMY QUALITATIVE REQUIREMENTS INFORMATION PROGRAM (QDRI)

SEPTEMBER 1970

Requirements

1. Companies need to register (capabilities, facility clearances, etc.) with the Army office responsible for the QDRI program in order to participate. Such registration parallels the TOD Program in visit access, access to DDC documents, access to Army thinking with respect to their requirements. The responsible Army office for this action is:

   U.S. Army San Francisco Procurement Agency
   1515 Clay Street
   Oakland, California 94604
   Attn: QRI Manager

2. Registration for DDC use is made through this office as well.
3. Headquarters for the QDRI Program is:

   ARMY QUALITATIVE REQUIREMENTS INFORMATION PROGRAM (QRI)
   Commanding Officer
   Frankford Arsenal
   SMUFA--U1000, Bldg. 107
   Bridge & Tacony Streets
   Philadelphia, Pa. 19137
   Tel. 215 JE 5-2900, ext. 4213

Findings

1. The QDRI program and its usefulness need more publicity.
2. QDRI is less well known as an access medium to DDC than the TOD program.
3. Few Southern California companies use the QDRI for access to DDC.
4. Those companies which do use the QDRI program as a "need-to-know" apparently have no trouble, at least none that we could find.

Conclusion

QRI program parallels TOD program and can be used as a basis for DDC registration. QRI's are less known than TOD's and need more publicity. The program is easy to use and no particular problems were noted. Library personnel who believe their companies are not involved in QRI may find on investigation that their marketing personnel have at least partially pursued the QRI program, not being aware of its DDC implications.

SECTION 5.

REPORT OF THE COMMITTEE ON THE NAVY/INDUSTRY COOPERATIVE

R & D PROGRAM (NICRAD)

JUNE 1971

Introduction

This report summarizes efforts to understand how NICRAD currently works, sample experiences of NICRAD users, and from this knowledge base, produce recommendations for improving the effectiveness of the program for users.

NICRAD Purposes

NICRAD's officially stated purposes are to provide assistance in the following situations:

1. "Acquisition by competent non-contract civilian groups of sufficient classified information to prepare an intelligent proposal for future contract negotiation.
2. "Availability to R & D contractors of classified information not directly concerned with their contracts.
3. "Orientation of the R & D contractor in the operational environment." [1]

NICRAD Participation Procedure

Those eligible are"...firms, individuals, and other activities that have a capacity for engaging in R & D and have a reasonable potential for eventually receiving and executing a contract in the specified area of interest..." [2] However, invitation to participate must come from the appropriate Bureau, Office, or System Command. Contact points are given in another Navy publication. [3] Specific requirements are the following:

1. Facility and personnel clearances.
2. Four copies of the Department of the Navy Policy Agreement (in OPNAVINST 5500.33A) to firm, ONM, CNO (Op-07), and DDC's Office of Customer Relations.

3. For each project, four copies of the Project Form (in OPNAVINST 5500.33A) to firm, initiating source in Navy (Op-07), and DDC's Office of Customer Relations.

Information Available from NICRAD

Various types of information are officially stated to be available. Operational orientation in tactical areas of interest "...may be provided through access to Naval warfare publications, briefings, symposia, reports of fleet exercises, operations research studies and reports, or scheduled visits to Naval installations afloat on a not-to-interfere basis."[4] Other possible benefits are the following:

1. Technical reports from DDC in accordance with SECNAVINST 3900.24A.
2. Intelligence documents in accordance with OPNAVINST 3822.4A.
3. Other classified information -- "The cognizant Bureau, Office, or System Command Project Officer will be responsible for providing other classified information...."
4. Strategic planning and sensitive information -- these "...will be disseminated on a strict 'need-to-know' basis..." [5]

NARDIC Description

The Navy Research & Development Center (NARDIC) was set up in September 1969 "...to serve as a focal point within the Department of the Navy for disseminating R & D planning and requirements information to industry through the medium of planning documentation." [6] NARDIC is located in the Naval Material Command, Room 920, Crystal Plaza, Building 6, Jefferson Davis Highway, Washington, D.C. 20360, and Miss Lillian Morris (202-692-1113) is in charge. Mailing address is: Headquarters Naval Material Command (Attention: Code 03P2) Washington, D.C. 20360. Those eligible are "...representatives of qualified industrial, scientific or other activities that have a capability for engaging in R & D, and who are participating in NICRAD, have provided

NARDIC with appropriate facility and personnel clearances for those who are to visit NARDIC, and have provided acceptable evidence of their specific R & D capability in being and, in cases where the organization's area of interest exceeds its current capability in being, provided acceptable evidence of realistic and feasible intent to adequately expand that capability." [7]

Navy Planning Documents

One source [8] has estimated that about 60% of the various General Operational Requirements (GORs), Tentative Specific Operational Requirements (TSORs), and Advanced Development Objectives (ADOs) generated in the Navy are available for review at NARDIC and another 10% are available for review if the cognizant project manager will approve the request. It has been clearly stated that "...documents will be made available for review on a selected basis only as the subject matter of the document matches the technological area of interest and R & D capability of the organization as determined by NARDIC personnel." [9]

Department of the Navy RDT & E Management Guide summarizes the relationships of GORs and similar planning documents. Two indexes, both available at NARDIC, and classified CONFIDENTIAL, are helpful in determining relevant planning documents: the "Index of Navy Development Requirements" and the "Navy Technical Development Plan Status Report." The first is published by the Deputy Chief of Naval Operations (Development) (Op-07) and lists all current requirements (TSORs, ADOs, SORs) by GOR area along with related information.

Navy Related Information Programs

There are a number of noteworthy Navy technical information programs somewhat related to NICRAD. One is the Naval Air Systems Command annual series of Exploratory Development Program Summaries (EDPES). These contain information on exploratory development (2-3 years in advance) to be conducted by NASC in fifteen technical areas. Point of contact (as of July 1969) was Miss H.J. Conway, NAIR 3021H

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(OX 6-3627/6-6195). [10] The Naval Ship Systems Command (NSSC) formerly produced Selected Major Exploratory & Advanced Development Objectives (SMEADO). This is now replaced by the Naval Air Development Plan (NADP). The Naval Ordnance Systems Command produces Advanced Concepts in Ordnance (ACORD). Undoubtedly, there are a number of similar but unidentified programs scattered within the Navy.

User Experiences with NICRAD

The Committee was told that not more than fifty firms have signed agreements with the NICRAD program within the last two years. Since a print-out of NICRAD participants in California was unavailable, it was possible only to sample the most likely prospects in the Southern California area.

Users felt there was a considerable lack of knowledgeability about NICRAD within the Navy. Therefore, the industry user often has to spend undue time in "educating" his Navy contact often with the result that procedural steps may be delayed. In two cases, an inquiry to Washington, D.C., about using NICRAD resulted in referrals to a Navy Pasadena Office, but personnel there had never heard of NICRAD.

There was also an amazing amount of uncertainty within industry about NICRAD. Nearly everyone contacted had heard of NICRAD and were interested in exploiting it. However, very few knew exactly where and how they could make contact and what they might expect in the form of informational benefits. Some obviously have had mixed experiences with technical information programs preceding NICRAD and NARDIC. The company contact point varies widely; in many cases, the librarian or other information-type person has only a vague knowledge about NARDIC and NICRAD. Knowledgeable people, when they exist, may well be from marketing, technical areas, or management.

One chief scientist expressed disappointment with EDPES. He felt that the idea presented was often not of genuine interest to those in a decision-making capacity, that the Navy often would pursue the idea within its own laboratory system, and that the idea was too

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often "far out." Another user had no special problem in securing needed classified information through the NICRAD program, but felt that there was an excess of outdated and otherwise irrelevant information.

Recommendations

The Committee first recommends steps be taken to improve communications about NARDIC and NICRAD both within the Navy and industry. Users, to be fair, should of course clearly distinguish between the rather narrow present benefits of NARDIC/NICRAD participation and the broader intended benefits which have traditionally resulted from participation in the Air Force's TOD program. Many users now expect too much from the NICRAD program as it is currently constituted (and as we understand its workings), and this can often lead to unjustified disappointment. The Committee commends a recent effort to provide information concerning the program in a widely read industry-oriented periodical. [11] It is strongly recommended that there be fuller treatments of the NICRAD Program at various levels of understanding which appear in a variety of information sources.

The Committee compliments the Navy for establishing NARDIC as a focal point of contact. However, the Committee feels NARDIC might well enlarge its present role by systematizing understanding and use of EDPES and similar planning series which are now widely dispersed among the individual agencies, bureaus, and commands. Hopefully, the establishment of the Navy Technical Information Program (NATIP) in August 1970 will eventually result in a greater coordination of Navy information sources and programs which are now fragmented.

The Committee also, however, strongly suggests that librarians and other information personnel must share part of the responsibility. These and other key personnel should seek a thorough understanding of the present program and how it is intended to operate. They should then improve their liaison with other marketing, management, or technical representatives within the company who are or wish to be involved with NICRAD.

Bottom Line

There is a distinct need for improved documentation and increased availability. As a minimum, this should take the form of a summary/checklist on NARDIC, NICRAD, and related Navy technical information programs. The present Department of the Navy RDT & E Management Guide (NAVSO P-2457) [12] is helpful, but it is much too slanted towards official Navy use and viewpoint to be readily used by industrial customers of NICRAD.

In summary, the Committee finds little, if any, identifiable unique benefit from a classified information acquisition viewpoint resulting from participation in the NICRAD Program. Dollar-a-year or regular contracts may provide substantially the same need-to-know entrees. If more information is to be provided, there must be a movement away from the present project and program orientation and consequent narrow interpretation of NICRAD. Although something of this nature is possible only in the long run, the Committee strongly recommends a program closer to the Air Force TOD Program with its broader coverage and greater benefits to participants.

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SECTION 6.

REPORT OF THE COMMITTEE ON LIMITED DOCUMENTS

MAY 1971

Problems and Comments

The Committee feels that the "L" restriction on a document discourages the user and the librarian from requesting this type of document. Furthermore, the time lapse from ordering the document to its receipt is too long. The user requires the document now or yesterday and not one to six months later. The average length of time to receive a limited document varies from one to two months. However, many take three months or longer.

Table 1 illustrates the existence of the serious time lapses encountered in ordering "L" documents by a sample of major aerospace companies in Southern California. While one other large aerospace company gave no actual data and is not reported in either Table 1 or Figure 1, it did indicate that the average length of time to procure a limited document is one month, some as long as three months. Generally, the longest delay seems to occur during the approval cycle of the releasing agency. The large aerospace companies have resident Air Force procurement officers and quick approvals are given at this level. However, one company notes that less than 10% of their total DDC requests are for limited documents. This low percentage might be attributed to the fact that their contracting officer requires a full page letter of justification for each Form 55. Another company notes that their contracting officers insist that the reason for need of the document be applicable to the contract. Under this requirement the engineer must generate the reason rather than the librarian, resulting in additional time and cost in processing of requests.

Figure 1 supports the fact that most companies in the sample are having difficulty obtaining at least 50% of their "L" document requests.

This is obviously a high percentage and something should be done about it. Only one company generally had no difficulty receiving "L" documents within a reasonable length of time.

Another problem about the "L" document is that it is usually the key publication needed for research and development. Such areas as ASW, sonar, detection, and aircraft are where most of these documents are listed. Companies doing business in these areas are disadvantaged if such key publications are denied to them. These publications represent the latest and most important information needed by the user for his work. They can mean the difference for a company surviving or disappearing in today's defense program. There seems to be an increase in the number of "L" documents in these subject areas during the past few years. Why is this so? Has the reason for assigning an "L" classification changed from its orginal concept? Is security involved with the reason? If security is involved, presumably the company has been approved for facility clearance and field of interest register (FOIR). Why is an additional restriction of "L" needed? One obvious overuse of the "L" classification is when it is assigned to unclassified documents and for IDEP or GIDEP reports. These reports do not need to be restricted with an "L" and should be furnished to the user so long as a valid FOIR exists.

If your contracting officer approves your FOIR, Form DD 1540, it indicates that you have a need to know for those fields/groups and that you have his approval to obtain the publications you need. It is the understanding of most users that the only time this would not apply is when the document is NATO-generated or if the document contains proprietary information. It is the feeling of this Committee that proprietary data should be judged very carefully and not to favor one company over another.

The "L" restriction discourages the industrial user from spending the time, effort, and money to obtain the document. The user knows from experience this is so, and therefore does not ask for it. Psychologically, this is bad. Certain key documents are not being used.

The DOD is not receiving full value for its dollar and the danger of re-inventing the wheel still exists. There is also a reluctance on the part of the industrial librarians to encourage the users to request the "L" document because of the time lapse and the difficulties in getting the document.

Recommendations

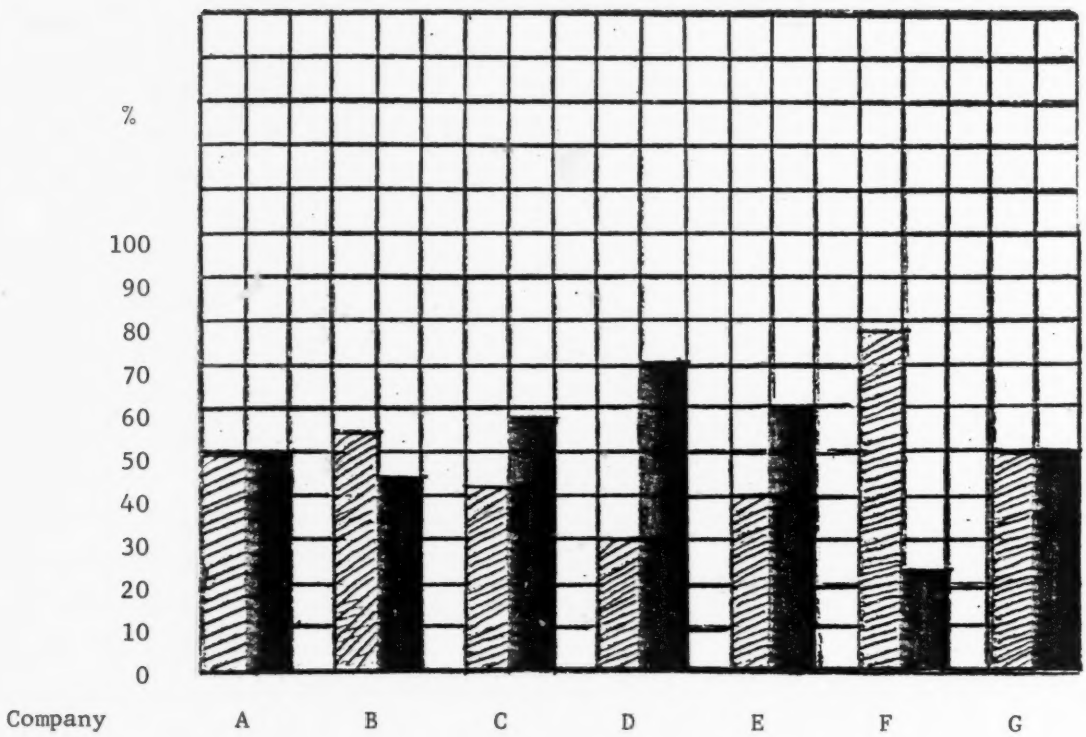
The points and problems of the "L" document have been discussed by the Committee with other librarians. The same experiences are generally found. It is clear that DOD should expedite a change of policy for this type of document. Therefore, it is recommended that:

1. The releasing agency should hasten approvals once the contracting officer has approved the request.
2. The definition of the "L" restriction be redefined and more carefully applied to documents.
3. Fewer documents be restricted by the "L".
4. The "L" restriction be eliminated altogether.
5. The FOIR should be sufficient to obtain all documents within the security classification limits of the contract.
6. Form 55's requesting the "L" document should be approved or disapproved and returned to the requester as soon as possible.
7. A reason for disapproval should be given.
8. DDC should clarify to releasing and approval agencies what they should do when the forms are received.

TABLE 1. SELECTED LIST OF "L" DOCUMENTS ORDERED AND RECEIVED

Company	AD Number	Request Date to Gov't Sponsor	Gov't Sponsor & Approval Date	Releasing Agency & Approval Date	Date Ordered and Source	Received (Date)	M/F or H/C	Time Lapse (weeks)
A	392,928L	8/12/70	NSSC, 8/19/70	NSSC, 10/26/70	11/2/70, NTIS	11/16/70	H/C	15
A	503,344L	8/12/70	NSSC, 8/19/70	NSSC, 10/1/70	11/2/70, NTIS	11/25/70	H/C	16
A	839,457L	8/12/70	NSSC, 8/19/70	NSSC, 11/20/70	12/7/70, NTIS	1/8/71	H/C	22
B	854,482L	12/23/69	AFPR, 1/5/70	AF, 2/3/70	4/29/70, DDC	5/15/70	M/F	22
B	375,670L	8/6/70	AFPR, 8/11/70	NAVY, 10/14/70	10/30/70, DDC	11/12/70	M/F	12
B	504,302L	12/5/69	AFPR, 12/10/69	ARMY, 1/20/70	1/23/70, NTIS	4/16/70	H/C	17
B	505,868L	2/4/70	AFPR, 2/4/70	ARMY, 5/4/70	5/23/70, DDC	6/3/70	M/F	10
B	507,253L	5/4/70	NAVY, 6/17/70	NAVY, 7/23/70	7/27/70, DDC	8/10/70	M/F	13
C	508,588L	7/13/70	AFPR, 7/20/70	AFAL, 9/25/70	10/13/70, DDC	11/3/70	M/F	15
C	508,967L	9/11/70	AFPR, 9/15/70	NADC, 12/2/70	12/9/70, DDC	12/29/70	M/F	14
D	464,748L	7/8/70	AFAL, 10/9/70	NAVWEPS, 11/5/70	11/10/70, DDC	11/20/70	M/F	18
D	355,961L	7/8/70	AFAL, 10/9/70	NAVWEPS, 11/5/70	11/10/70, DDC	11/24/70	M/F	18
D	856,498L	7/8/70	AFAL, 10/9/70	NASC, 11/5/70	11/10/70, DDC	11/20/70	M/F	19
D	869,034L	7/29/70	AFAL, 8/3/70	NESC, 9/30/70	10/3/70, DDC	10/21/70	M/F	12
D	860,724L	11/5/70	AFFDL, 11/26/70	AFWL, 1/6/71	1/11/71, DDC	1/29/71	M/F	12
D	862,130L	11/11/70	AFFDL, 12/1/70	NASC, 1/15/71	1/15/71, NTIS	1/19/71	H/C	10
E	508,675L	8/26/70	ASD, 9/28/70	NASC, 11/16/70	11/20/70, DDC	12/4/70	M/F	15
E	391,858L	9/1/70	ASD, 9/4/70	NSSC, 10/16/70	11/9/70, DDC	11/23/70	M/F	12
E	510,275L	11/11/70	ASD, 11/23/70	DODRD, 11/30/70	12/8/70, NTIS	12/22/70	H/C	11
E	393,611L	12/4/70	AMC, 12/10/70	AEC, 1/27/71	2/3/71, NTIS	2/17/71	H/C	11

DDC - Defense Documentation Center
NTIS - National Technical Information Service
M/F - Microfiche
H/C - Hard Copy



% of requested "L" documents received within 6 weeks

% of requested "L" documents which took longer than 6 weeks to receive

Figure 1. Comparison Percentage-wise of Time Lapse

SECTION 7.

REPORT OF THE COMMITTEE ON THE TECHNICAL ABSTRACT BULLETIN (TAB)

JULY 1971

Recommendations and Comments

1. The increasing number of TAB citations being published without abstracts is a disappointing development. It renders little service to the user.
2. The increasing number of "L" document citations is regrettable and frustrating.
3. The indexing vocabulary is too generalized. It should be expanded with an aim toward greater specificity. Also new terminology should be added more quickly.
4. The indexing vocabulary should include identifiers, e.g., Apollo or hardware nomenclature as the NASA STAR does.
5. The assignment to the COSATI categories within TAB appears arbitrary. Quarterly reports on the same contract will be found in different places. And there is frequently an overlap of Categories 1, Aeronautics and 20, Physics.
6. There continues to be a need for a West Coast depository of DDC microfilm.
7. The inclusion of classification change instructions in several TAB's is deplorable. Proper precautions should be taken before publication to avoid subsequent cutting up of bulletins. It seems rather pointless in view of the quantity distributed outside libraries.
8. The guidelines for inclusion of documents in the unannounced 396 000-399 000 and 490 000 AD series should be explained in a DDC Digest.
9. The "Notices of Changes in Classification Distribution and Availability" should be compiled periodically--even annually would be of great assistance.

10. The classification of the TAB index is a lamentable step. It means that access to the documentation becomes even more remote as the indexes may not be made freely available to library users.

11. It is strongly recommended that the portions of the Index which are or could be unclassified be so marked. For example, the Contract Index carries no classified information. And the Report Number Index, which is heavily used and extremely useful, would be unclassified without the titles. The inclusion of titles with that Index is superfluous. If the pages were marked unclassified then those portions could be extracted for greater and more convenient use in unrestricted areas within libraries. The CSTAR indexes carry a statement at the beginning of the Contract Number and Report Number Indexes saying that those indexes are unclassified. Therefore it is particularly difficult to understand why the Contract Index in TAB is classified.

SECTION 8

REPORT OF THE COMMITTEE ON REPRO-MASTERS AND DDC FORMS

DECEMBER 1970

The Committee surveyed thirteen libraries and the following is a summary of their comments.

1. In general DDC service was rated from good to superior.
2. Complaints center largely on the inadequate supply of DDC forms. Many users stated that regardless of the number of forms ordered, only one-fourth to one-half of the number requested was received. Also, the two to three weeks delivery time was most inconvenient. Even urgent requests by phone or wire took at least a week to arrive and again the order was about half of that required.
3. There was a suggestion for more quality control on the part of DDC, e.g., checking documents before shipping to insure completeness, legibility, and correct AD number.
4. There was one complaint of the length of time taken to register the FOIR form 1540. Is there a way to determine if this delay is due to the Military sponsor or DDC?
5. Comments about the various forms:
   a. DDC-1 Document Request: All blocks to be completed by the requester should be on the same line so that manually adjusting the typewriter could be avoided. On the reverse side of the form, the title block is too near the bottom and the card often slips or falls out of the typewriter when that point is reached.
   b. DDC-55 Limited Document: (1) More space should be allotted to the author, title, and originating requester signature blocks. (2) The releasing agency should be required to provide a specific reason when a request for a limited document is disapproved. This has been an optional matter, but the Committee feels it should be mandatory on the part of the releasing agency.

Adequate space should be provided for this on the form. (3) DDC should publish a separate sheet of instructions outlining the procedures the releasing agency is to follow in reviewing requests for a limited document. These instructions could then be attached to the DDC-55 form when submitting requests for a limited document. The Forms Committee found that some requests have been disapproved because the releasing officer did not fully understand his responsibilities.

c. DDC- R & T Work Unit Summary/Report Bibliography: The Literature searches often result in too many citations which are not relevant. There should be more contact between the requester and DDC.

6. Repro Masters. Prior to supply of repro masters to DDC users, DDC should notify the user of the format of the master and the printing process that must be used to reproduce the master. This will aid in eliminating costly delays to the user.

7. Microfiche. Of the thirteen libraries surveyed, only two are not using microfiche. The Libraries using microfiche find it generally of good quality, although there were some complaints that the printing was not always legible, and a sheet of fiche might be missing. The biggest problem occurs when trying to duplicate the fiche or make hard copy, especially when the fiche is fifth, sixth, or more generation.

8. Hard Copy. There are occasional problems with quality of the hard copy, and since there is a $3.00 charge, good copy should be assured.

9. Indexes. All users surveyed agreed there had been a vast improvement in the form and quality of the indexing. There was one comment that the subject arrangement for Aircraft was not specific enough.

SECTION 9

REPORT OF THE COMMITTEE ON THE NATIONAL TECHNICAL

INFORMATION SERVICE (NTIS)

October 1970

This report is divided into three parts. Part I describes those current NTIS special practices the LA Regional Council finds particularly worthy of continuation. Part II discusses areas of suggested improvement. Part III is a summary of specific recommendations.

Part I. Worthwhile Procedures

The LA Regional Technical Information Users Council wishes to note approval of the National Technical Information Service special practices listed below, and expressly desires to see them continued:

1. Its practice of providing feedback by mailing out "delayed order notices" to requesters.
2. Its decision to separate the Announcement bulletin from the index for subscription purposes. This is particularly helpful to those organizations who may wish to route x numbers of Announcement bulletins to the technical staff but have no need for an equal number of indexes for retrospective searching.
3. Its recent decision (see the 2 July FAST Announcement) to provide standing order service for subscription copies of the cumulative indexes. This will allow much more efficient handling of these volumes by subscribing libraries.
4. The clear and easy-to-read print in the abstract journal (not, however in the indexes, where, unlike the TAB indexes, the print is difficult and fatiguing to read).
5. The increased cooperation between NASA and NTIS in announcement of publications.

Part II. Suggestions for Improvement

In a number of other areas, however, the LA Regional Council would like to see considerable improvement:

1. The USGRDR and its indexes are by no means as satisfactory a set of tools as the TAB and its indexes. We are aware that the Washington D.C. Committee of DDC Users has already presented its recommendations on this subject to the NTIS. The LA Regional Council would like to underline and re-enforce many of those recommendations. In particular we would like to see the USGRDR indexes appear in a format similar to that used by TAB, i.e.,
   a. Contract index: delete the word "contract" before each item of the alphanumeric list.
   b. Corporate author index: (1) include report numbers in the corporate author entry, and (2) for corporate author, with multiple entries, arrange by report number, or alphabetically by title, if without report number.
   c. Report number index: (1) arrange report numbers without letter prefixes in numerical order and list them at the beginning of the index; (2) report numbers with letter prefixes should be arranged in alpha and then numeric order, as in TAB.
   d. We strongly recommend the addition of a title index. All the other indexes are valuable and necessary, but the lack of a title index weakens the overall usefulness of the USGRDR indexes.

The abstract journal itself could profit from the following:

a. Accession number: Do not bury the accession number! Place it at the head of the entry and distinguish it by a different type or different size of type. The

Washington Users' comment that "this number is the first visual reference point for a reader who has been referred from the index to the abstracting journal" is heartily endorsed by the Los Angeles Regional Council. In addition, many of us have had the following experience: a citation is checked by a technical person; however, his secretary, in preparing the request form, will pick up the accession number of the preceding citation. Further confusion arises when the citation is continued onto the following page. In other words, people expect the accession number at the head of the citation -- not at the foot.

b. We recognize that the change in format of the USGRDR abstract journal effected in 1967 was intended to "make the journal much easier to use" and "to facilitate rapid scanning of reports by title."[1] We are not at all convinced that the experiment has been a successful one, for several reasons. In the first place, NTIS is obviously aiming its abstract journal at an audience who will use it as a scanning-for-general-information tool. Our experience as librarians in scientific and technical organizations does not support this assumption. The technical man may have every intention of scanning each issue, but in practice, such publications tend to stack, awaiting that day when he "will have some time to look through" -- not just one, please note, but several such announcement services. We feel that it is important to recognize this factor in the life of a scientist or an engineer -- that it is not just the

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[1] USGRDR, January 10, 1967, page iii.

USGRDR crossing his desk, but the TAB, the STAR, the C-STAR, the NSA and perhaps several others, depending on his field or his project. Thus, most often when he picks up one of these abstract journals, he is actually searching and not just scanning.

In the second place, although several technical users in our various organizations have been vocally critical of the abstract journals and indexes they are expected to use, no one -- to our knowledge -- has ever voluntarily praised the GRDR format. They seem to prefer the TAB, perhaps only from habit, but whatever the reason, the opinion is there and should be taken into consideration. Consequently, we recommend that the USGRDR indexes be strengthened -- as noted above -- and that the format of both the abstract journal and its indexes be changed to resemble that of the TAB. Our users' most frequent complaint is that every index has a separate format. Specific arrangement -- outside of the positioning of the accession number -- seems to be less important than some consistency among the several indexes.

c. The Washington Users' Group noted in its report the impossibility of listing inclusive series of accession numbers on the spine of each issue. The members of the Los Angeles Regional Council support their further statements: "That a short, inclusive series of numbers cannot be shown on the spine for the convenience of the user who must guess at the contents is a fact that may sound unimportant. But it is a symptom of lack of sufficient regard for the user." In spite of the apparent unlikelihood that any solution to this problem

exists, the Los Angeles Council would like to see a compromise that would at least demonstrate more concern for the user -- that is, include on both cover and spine of each issue just the AD numbers, with an explanatory note on each cover that inclusive AD numbers are listed for the convenience of users and that other report number series will be found in that issue's Report Locator List. This is in a sense, "playing favorites", but in our experience, the heaviest use of these abstract journals and indexes is by those for whom AD numbers are more meaningful. But please note that this statement is not intended in any way to downgrade the value or the importance of the other series. It's just that AD-numbers are so well known.

2. Billing procedures (See Attachment)

   a. All deposit account statements seem to have a "service charge" listed. No explanation has ever been given as to what this "service charge" represents. The Washington, D.C. Users Group report included this suggestion among its preferred "Acquisitions Procedures" (see p. 23 of Information Hang-ups) but the Los Angeles Technical Information Users Council would like to add its voice to the chorus. What, e.g., is the basis of an $8.12 service charge on 203 items provided during the course of a month? Or 88¢ on 22 items for another month. Obviously, the charge is 4¢ per item, but why? What is the rationale?

   b. Itemizing of bills is highly unsatisfactory for JPRS charges. The order number is not a convenient designation, particularly in the case of an organization which may receive a couple of hundred separate issues in the course of a month from 30 or so titles. The repetition of the

order number without any date attached is also meaningless. We would like to recommend that the Clearinghouse substitute a flat subscription rate with a one-time deduction for a deposit account, thus eliminating the thousands of detailed charge notations presently recorded in the course of a year. We can understand why a flat subscription rate was difficult at the beginning but surely by now the Clearinghouse must have a "feel" for the bulk of material likely to appear under a given title. Granted that it has no control over the number of pages to be published, it still seems to us a fantastic burden in both time and money to charge for each individual issue.

c. The above criticisms are not meant to imply that there is nothing right about NTIS's billing procedures. On the contrary, they are considerably superior to some others, most notably those of the GPO. But we feel the above suggestions would improve them even further.

3. Cumulative indexes still do not exist for each year. What are expectations for publication of these missing documents?

4. The coupon system works well EXCEPT for $10 reports. How does one manage to pay a $10 charge with $3 coupons? The only alternative is to use a deposit account, which is both more expensive (note "service charge" comments above) and turn-around time on deposit account requests seems to be slower than on coupon requests.

5. If a PB number has been assigned to a document, why is it not possible for the NTIS to supply that document even if it is of an older vintage? Instead one receives a notice referring one to another agency (such as Library of Congress) which charges many times more than the standard NTIS price.

We recognize that NTIS has no control over other agencies price-fixing policies, but we do not understand why NTIS does not handle such items.

6. The "number of copies" box on the NTIS deposit order form is more frequently overlooked than we think necessary. If that blank is not going to be checked on incoming orders, then some re-design of the form would seem to be in order.

Part III. Summary of Specific Recommendations

1. Change the present format of both the USGRDR and its indexes to ones that are similar to those used by DDC's TAB, in order to increase their usefulness and facilitate searching their pages.
2. Review NTIS procedures on deposit account statements.
   a. Explain "service charges"
   b. Improve bill itemization with respect to JPRS's
3. Prepare and publish cumulative indexes for those years which are still lacking.
4. Revise coupon system to incorporate $10.00 charges.
5. Re-design deposit order form, if necessary, in order to improve multiple copies service.

Machine Searches

In a totally different area, we are concerned that NTIS is not able to provide machine-searching of its holdings, as do DDC and NASA. This capability is particularly critical at this time because of the increasing national attention to research in such non-defense-oriented areas as education, urban transportation, public health, welfare, housing, etc. -- areas in which only NTIS has major holdings available for secondary distribution. DDC's unclassified holdings must be available to NTIS in machine-readable form. The same could surely be said of NASA and AEC. Is there any expectation of this capability -- even at a charge? And if not, why not?

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U.S. DEPARTMENT OF COMMERCE
NATIONAL BUREAU OF STANDARDS
INSTITUTE FOR APPLIED TECHNOLOGY
ACCOUNT NO.

P-5 JAN 21 1970

CLEARINGHOUSE FOR FEDERAL
SCIENTIFIC AND TECHNICAL INFORMATION
5285 PORT ROYAL ROAD, SPRINGFIELD, VIRGINIA 22151

CHARGES APPEARING IN THE DOCUMENTS SHIPPED COLUMN HAVE BEEN POSTED AFTER SHIPMENT. PLEASE ADVISE THIS OFFICE IN CASE OF NON-RECEIPT, QUOTING CONTROL NUMBER, DOCUMENT NUMBER, AND ORDER NUMBER.

CONTROL NUMBER, DOCUMENT NUMBER AND ORDER NUMBER		DEPOSITS	DOCUMENTS SHIPPED	BALANCE
		JAN2170	3.12	132.42
.11	SERV CHG 00002 ITEMS JAN		.08	
53.001.81	N6622619 00151		3.00	
77.002.31	SCR112A C0151		17.50	15 copies of Sandia Telecomp comparator
67.931.01	HW79296 00151		3.00	
		FEB2070	23.52	108.84
73.004.71	AD678687 00151		3.00	
73.004.71	AD694004 00151		3.00	
73.004.71	AD697181 00151		6.00	
77.004.71	AD851104 00151		3.00	
77.004.71	AD851851 00151		3.00	
77.004.71	AD852001 00151		3.00	
77.004.71	AD850805 00151		3.00	
		MAR4 70	24.00	84.84
73.004.71	AD829129 00151		3.00	
73.004.71	AD831494 00151		3.00	
13.005.11	AD[illegible] [illegible]		3.00	
		MAR 670	9.00	75.84
11.005.11	AD813570 00151		3.00	
11.005.11	AD821640 00151		3.00	
13.005.11	N6321846 00151		3.00	
53.005.51	AD849728 00151		3.00	
51.005.53	AD839242 00151		3.00	
51.005.53	AD840614 00151		3.00	
13.006.11	AD692495 00151		3.00	
13.006.11	N6940129 00151		3.00	
13.006.11	N7010545 00151		3.00	
		MAR1170	27.00	48.84
.11	SERV CHG 00003 ITEMS FEB		.12	
53.006.29	SCR112A 00151		45.00	15 copies of Sandia Telecomp comparator
13.005.11	AD457816 00151		3.00	
53.005.51	AD693543 00151		3.00	
		MAR1770	51.12	2.28CR
02241.23	CK 46196 180	300.00		
		MAR2070	.00	297.72
27.931.84	N6271083 00151		18.00	
		APR 770	18.00	279.72
00.704.03	CREDIT NASA TN D 509		18.04CR	
		APR 870	18.04CR	297.76
.11	SERV CHG 00022 ITEMS MAR		.88	
33.008.29	N6922938 700211		18.00	
		APR1370	18.88	278.88
33.006.19	NAS1217012 00151		.60	
03.011.01	AD700091 00151		3.00	
		APR3070	3.60	275.28

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NCR EM-3019

DEPOSIT ACCOUNT STATEMENT

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U.S. DEPARTMENT OF COMMERCE
NATIONAL BUREAU OF STANDARDS
INSTITUTE FOR APPLIED TECHNOLOGY

ACCOUNT NO.

P. 54 MAY 1 1970

CLEARINGHOUSE FOR FEDERAL
SCIENTIFIC AND TECHNICAL INFORMATION
5285 PORT ROYAL ROAD, SPRINGFIELD, VIRGINIA 22151

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CONTROL NUMBER, DOCUMENT NUMBER AND ORDER NUMBER		DEPOSITS	DOCUMENTS SHIPPED	BALANCE
				407.77
112,830.00	JPRS144		.75	
112,830.00	JPRS144		.75	
112,830.00	JPRS21E		1.00	
112,830.00	JPRS29		1.50	
112,830.00	JPRS33		3.00	
112,830.00	JPRS63		1.25	
112,830.00	JPRS63		1.25	
112,830.00	JPRS63		1.25	
112,830.00	JPRS63		1.25	
112,830.00	JPRS63		1.25	
112,830.00	JPRS63		1.25	
112,830.00	JPRS63		1.25	
112,830.00	JPRS64		2.25	
112,830.00	JPRS64		2.25	
112,830.00	JPRS64		2.25	
112,830.00	JPRS64		2.25	
112,830.00	JPRS64		2.25	
112,830.00	JPRS64		2.25	
112,830.00	JPRS70		2.00	
		APR3070	137.00	374.27
2,453,924.51	AD134258 00331		3.00	
2,453,924.51	AD145416 00331		3.00	
		MAY6 70	6.00	368.27
.11	SERV CHG 00203 ITEMS APR		8.12	
		MAY7 70	8.12	360.15
131,044.00	JPRS131		3.00	
121,062.00	JPRS35 02 COPIES		2.00	
121,062.00	JPRS35 02 COPIES		2.00	
131,062.00	JPRS35 02 COPIES		2.00	
121,107.09	JPRS3		1.00	
121,107.09	JPRS3		1.00	
121,107.09	JPRS3		1.00	
131,107.09	JPRS3		1.00	
131,107.09	JPRS3		1.00	
131,107.09	JPRS3		1.00	
131,107.09	JPRS3		1.00	
131,107.09	JPRS3		1.00	
121,107.09	JPRS36		1.00	
121,107.09	JPRS36		1.00	
131,107.09	JPRS36		1.00	
131,107.09	JPRS36		1.00	
121,107.09	JPRS38		1.25	
121,107.09	JPRS38		1.25	336.65

Attachment to Committee Report on NTIS

DEPOSIT ACCOUNT STATEMENT

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U.S. DEPARTMENT OF COMMERCE
NATIONAL BUREAU OF STANDARDS
INSTITUTE FOR APPLIED TECHNOLOGY

ACCOUNT NO.

Gov. Sls MAY 18 1970
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SCIENTIFIC AND TECHNICAL INFORMATION
5285 PORT ROYAL ROAD, SPRINGFIELD, VIRGINIA 2215

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CONTROL NUMBER, DOCUMENT NUMBER AND ORDER NUMBER	DEPOSITS	DOCUMENTS SHIPPED	BALANCE
			336.6
121,107.09 JPRS38		1.25	
121,107.09 JPRS38		1.25	
121,107.09 JPRS38		1.25	
121,107.09 JPRS38		1.25	
131,107.09 JPRS38		1.25	
131,107.09 JPRS38		1.25	
121,107.09 JPRS4 02 COPIES		2.00	
121,107.09 JPRS4 02 COPIES		2.00	
121,107.09 JPRS4 02 COPIES		2.00	
121,107.09 JPRS4 02 COPIES		2.00	
121,107.09 JPRS4 02 COPIES		2.00	
121,107.09 JPRS4 02 COPIES		2.00	
[illegible] JPRS4 02 COPIES		2.00	
131,107.09 JPRS4 02 COPIES		2.00	
121,107.09 JPRS7		.75	
121,107.09 JPRS7		.75	
131,107.09 JPRS7		.75	
131,107.09 JPRS7		.75	
121,196.09 JPRS2ASIAALL		3.00	
121,196.09 JPRS2USSRALL		3.00	
121,311.09 JPRS80 05 COPIES		7.50	
121,311.09 JPRS80 05 COPIES		7.50	
131,311.09 JPRS80 05 COPIES		7.50	
131,830.00 JPRS1USSRA		.75	
121,830.00 JPRS1USSRN		1.00	
121,830.00 JPRS1USSRN		1.00	
131,830.00 JPRS1USSRN		1.00	
121,830.00 JPRS1USSRO		.75	
131,830.00 JPRS1USSRO		.75	
121,830.00 JPRS106 02 COPIES		1.50	
121,830.00 JPRS107 03 COPIES		2.25	
121,830.00 JPRS107 03 COPIES		2.25	
121,830.00 JPRS109		.75	
121,830.00 JPRS109		.75	
121,830.00 JPRS109		.75	
131,830.00 JPRS109		.75	
131,830.00 JPRS109		.75	
121,830.00 JPRS110 02 COPIES		1.50	
121,830.00 JPRS110 02 COPIES		1.50	
121,830.00 JPRS110 02 COPIES		1.50	
121,830.00 JPRS110 02 COPIES		1.50	
121,830.00 JPRS110 02 COPIES		1.50	
121,830.00 JPRS110 02 COPIES		1.50	
131,830.00 JPRS110 02 COPIES		1.50	
131,830.00 JPRS110 02 COPIES		1.50	254.6

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47 50

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p.56

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CONTROL NUMBER, DOCUMENT NUMBER AND ORDER NUMBER		DEPOSITS	DOCUMENTS SHIPPED	BALANCE
				254.65
121,830.00	JPRS121		1.00	
121,830.00	JPRS121		1.00	
121,830.00	JPRS121		1.00	
121,830.00	JPRS121		1.00	
121,830.00	JPRS121		1.00	
131,830.00	JPRS121		1.00	
131,830.00	JPRS121		1.00	
131,830.00	JPRS121		1.00	
121,830.00	JPRS137		.75	
121,830.00	JPRS137		.75	
121,830.00	JPRS137		.75	
121,830.00	JPRS137		.75	
131,830.00	JPRS137		.75	
[illegible]	[illegible]		.75	
121,830.00	JPRS144		.75	
121,830.00	JPRS144		.75	
121,830.00	JPRS144		.75	
121,830.00	JPRS144		.75	
121,830.00	JPRS144		.75	
121,830.00	JPRS144		.75	
121,830.00	JPRS144		.75	
131,830.00	JPRS144		.75	
131,830.00	JPRS144		.75	
131,830.00	JPRS144		.75	
131,830.00	JPRS2 02 COPIES		2.00	
121,830.00	JPRS21A		1.00	
121,830.00	JPRS29		1.50	
131,830.00	JPRS5		1.25	
121,830.00	JPRS63		1.25	
121,830.00	JPRS63		1.25	
121,830.00	JPRS63		1.25	
121,830.00	JPRS63		1.25	
121,830.00	JPRS63		1.25	
131,830.00	JPRS63		1.25	
131,830.00	JPRS63		1.25	
131,830.00	JPRS63		1.25	
131,830.00	JPRS63		1.25	
131,830.00	JPRS63		1.25	
121,830.00	JPRS64		2.25	
121,830.00	JPRS64		2.25	
121,830.00	JPRS64		2.25	
121,830.00	JPRS64		2.25	
121,830.00	JPRS64	51	2.25	
121,830.00	JPRS64		2.25	202.90

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DEPOSIT ACCOUNT STATEMENT

U.S. DEPARTMENT OF COMMERCE
NATIONAL BUREAU OF STANDARDS
INSTITUTE FOR APPLIED TECHNOLOGY

ACCOUNT NO.

pp. 57 MAY 18 1970

CLEARINGHOUSE FOR FEDERAL
SCIENTIFIC AND TECHNICAL INFORMATION

5285 PORT ROYAL ROAD, SPRINGFIELD, VIRGINIA 22151

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CONTROL NUMBER, DOCUMENT NUMBER AND ORDER NUMBER	DEPOSITS	DOCUMENTS SHIPPED	BALANCE
			202.90
121,830.00 JPRS64		2.25	
131,830.00 JPRS64		2.25	
131,830.00 JPRS64		2.25	
131,830.00 JPRS64		2.25	
131,830.00 JPRS70		2.00	
	MAY 1870.	168.25	191.90

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on NTIS

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CORRESPONDENCE

November 17, 1970

Mr. William Knox
Director
National Technical Information Service
U.S. Department of Commerce
Washington, D.C. 20230

Dear Mr. Knox:

Contratulations on your appointment as Director of the National Technical Information Service.

The attached recommendations are submitted by the Los Angeles Regional Technical Information Users Council for your consideration.

The Council was organized in June 1970 to act as an unofficial collective forum of communication with the government technical information agencies. Basic to the purpose of the Council is the initiation of positive steps toward mutual cooperation and understanding. The Council is composed of approximately 35 librarians of various organizations in the Los Angeles area vitally concerned with the problems of dissemination of scientific and technical information.

Following the pattern of the Washington, D.C. Committee of DDC users, the Council established the following working committees:

1. Air Force Technical Objectives Documents Release Program
2. Army Qualitative Development Requirements Information Program
3. Dept. of the Navy/Industry Cooperative R & D Program
4. Limited Documents
5. TAB Bulletins
6. Repro-Masters and DDC Forms
7. DDC's GAB Program
8. Documents stamped "Not for Release to Foreign Nationals"
9. NTIS
10. Chemical Propulsion Information Analysis Centers
11. GPO

Each committee was instructed to study the problems arising from a specific technical service assigned to it and to present written reports to the Council for review and discussion. Several committees have completed their tasks and submitted reports. Its is the intention of the Council to assemble all reports into one final report when all are completed and to distribute the final report to the agencies affected.

Because of the organizational changes taking place in the former Clearinghouse for Scientific and Technical Information, the Council has

concentrated on that Agency's functions and services. The result has been the enclosed report which has been discussed, reviewed, and approved by the Council.

We feel that these recommendations are particularly pertinent to Function B as outlined in the Secretarial Order establishing NTIS and to the following announced objectives of the new Development Division: "(a) Conduct user studies and research and analysis to determine how information can be made most available and valuable to the users of the services of NTIS, (b) Design information packages and general and specialized services to optimize the utility of the NTIS to its communities of users, and (d) Maintain relationships with other developing national and international information systems and plan procedures to integrate activities of NTIS most effectively with such systems."

We are aware of the tremendous burdens placed on our federal government agencies which are forced to operate under continuing inadequate and reduced budgets. Hence, we herewith submit this report in the spirit of the Council's original purpose, namely that of mutual cooperation and understanding.

Sincerely yours,

S/(Mrs.) Joe Ann Clifton,
Chairman
Los Angeles Regional
Technical Information
Users Council

December 8, 1970

Mrs. Joe Ann Clifton
Guidance and Control Systems Division
Litton Industries, Inc.
5500 Canoga Avenue
Woodland Hills, California 91364

Dear Joe Ann:

Since Mr. Knox is not yet officially on board I am replying to your letter of November 17 regarding recommendations to the National Technical Information Service from the Los Angeles Regional Technical Information Users Council. I wish to thank you and your group for the very informative and worthwhile work you have done providing these comments and recommendations to us.

Let me begin by telling you that the name of our announcement journal, U.S. Government Research and Development Reports, will be changed with the first issue in 1971 to the National Technical Announcement Bulletin (N-TAB). Of related interest, our Clearinghouse Announcements in Science and Technology will become Current Abstract Service; our Fast Announcement Service will retain its present title. For your information I am enclosing a copy of an internal memorandum which displays the changes we are planning in our journal format.

The following, hopefully, is in response to the specific recommendations as set forth in Part III of your paper:

(1) Both the NTIS announcement journal and indexes will appear in a revised format and print style, effective with issue number 1 for 1971 (publication date January 10). Where possible the indexes have been changed to match the DDC Indexes in TAB. One major change is that they will be photocomposed on Linotron which will greatly improve their readability. We will not produce a Title Index with each issue. We are making preparations to produce a Title Index with our annual index for 1971.

We will consider your suggestion to print the inclusive AD numbers on the spine of our journal. We have not done so in the past as it would appear to be "playing favorites," as you pointed out. It is a sensitive problem for us, and one we will look at carefully before we make a decision.

(2)(a) In reviewing our explanatory material for our Deposit Account System I find that our definition of the "service charge" is missing. Your analysis is correct that the charge is 4 cents per shipped item posted. When the option of using deposit accounts

was offered to our users, it was decided that the most equitable method was to charge by items posted. In this way, the heavy users of the system would pay a higher cost than the small users who might only order two or three documents a month. We are currently working on a new automated system for deposit accounts, and one of the goals for this system is to effect efficiencies that will allow us to eliminate the service charge. The new system is planned for implementation in early 1971.

(2)(b) The problem of JPRS billing is one of our continuing concerns. On the surface, it appears that we should be able to arrive at an annual subscription rate which would cover the mailings of a specific title for a year. In actuality the rate can greatly vary due to number of publications and number of pages in each. We will continue to study the problem and if we can arrive at a solution to the varied costs involved that would permit us to use an annual rate, we will certainly implement that type of charge system.

You are correct, the repetition of the order number for JPRS charges does not permit the user to establish any firm controls for receipt of specific publications since all postings look the same. We are, therefore, implementing a procedure which will make the date a part of the order number. This will aid both us and the user in monitoring specific shipments.

(3) We have produced printed cumulative indexes for the years 1968 and 1969, and there will be a printed index for 1970. At this time, due to the expense involved, we do not plan to produce printed cumulative indexes for other years. However, we plan to make a cumulative index, 1966-1970, available on 16mm microfilm. This should be available by March 1971.

(4) We previously recognized the shortcomings of our system in items priced at $10 but having only $3 prepaid coupons available. To alleviate this problem we are introducing a $1 prepaid coupon which will be available about January 1, 1971. You may order these coupons now if you desire. They will be distributed in books of 25 at a cost of $25.

Your statement that deposit account orders tend to have a longer turnaround time than prepaid coupons is a tough one to answer. They both receive the same processing priority in our system. I'm sure that isolated cases can be found to support the fact that either prepaid coupons or deposit account orders receive quicker turnaround time, but I am confident they receive the same. Again, we hope to eliminate the service charge for the deposit account users, so that it will not be a more expensive method of ordering.

(5) We are also in the process of making minor changes to all of our different order forms to make them as consistent as possible. As you are no doubt aware, when an organization handles a large volume of varied

forms, it is easier to miss items than if all the forms are standard. Thank you for your comment on the "number of copies" box. We will certainly give that our attention.

With reference to your question concerning availability of older PB numbered documents (Part II, paragraph (5)), I agree that it would be simpler for the customer if all of the documents were available from NTIS. However, prior to the establishment of the Clearinghouse the decision was made by the then Office of Technical Services to transfer all PB documents prior to 1951 to the Library of Congress for availability through their system. In addition, the percentage of requests for those documents is relatively small and, therefore, does not appear to warrant the high cost and complexities associated with reversing this decision and, therefore, we have not attempted to do so. If you have any additional comments on this, I would like to hear from you.

In response to the last item in your recommendations, concerning machine searches, the NTIS has been using a commercial time sharing service on an experimental basis to retrieve bibliographic information on the reports in our collection. This experiment has generated the interest of a number of other Federal agencies. For example, the Department of Housing and Urban Development has expressed interest in a joint venture which would enable them to access the NTIS bibliographic files as well as their own bibliographic files. Thus, looking into the future, I can indeed say that we are moving towards an on-line searching capability for NTIS and of course that service would also be available to the communities that we serve. In the meantime, we are planning to offer a very simple fee literature search service which will be announced early in 1971. We are also making available copies of our magnetic tape records that produce our announcement journal and anyone may purchase these from us. It is my understanding that International Business Machines has a program, which is available for a fee, that can be used to interrogate the file.

Let me thank you again for the fine work that your Council has accomplished and if I can be of further help, please let me know.

Best wishes for the holiday season!

Sincerely,

S/Hubert E. Sauter
Chief, Operations Division
NTIS

(Editor's note: Memorandum mentioned in the second paragraph of this letter is omitted from this Report)

March 11, 1971

Mr. William Knox, Director
National Technical Information Service
U.S. Department of Commerce
Washington, D.C. 20230

Dear Mr. Knox:

You are undoubtedly aware of the correspondence last fall between the Los Angeles Regional Technical Information Users Council and the National Technical Information Service. At this time, we would like to express our appreciation for the very prompt and very informative reply prepared by Mr. Sauter to our communication of 17 November 1970 in which we detailed a number of suggested areas for improvement in NTIS services.

Now that all members of the Council have had an opportunity to examine the new issue of the USGRDR, we are in complete agreement that NTIS has taken long strides forward in making its tools both more useful and more informative. In particular, we are very pleased about the following improvements announced in Mr. Sauter's letter of 8 December 1970:

(1) The very desirable changes in the format of both the announcement journal and the index series.

(2) The capability - however limited, initially - for searching even a portion of NTIS holdings.

(3) The soon-to-be-announced availability of a cumulative index on microfilm, and

(4) The effort going into a revision of the accounting procedures for deposit accounts.

Mr. Sauter's explanation of the reason for exception-handling of older PB documents is also appreciated. If a similar announcement had been made in the past, it was too long ago to be remembered. Although there is already a fair amount of information contained in your introduction pages, is it feasible to incorporate this tidbit as well?

In spite of the foregoing, however, we cannot forbear expressing a sharp criticism of your current pricing policy which forces every patron (whether an organization or an individual) to determine in advance of ordering, the date of announcement. Locating the date of publication of a desired item is indeed problem enough. Date of announcement is frequently impossible. How many patrons possess full sets of your announcement journals and/or indexes? And how many organizations have -- in these days of severe economic restraints -- the kind of manpower required to perform that much searching?

We feel NTIS has erred seriously in establishing such an unreasonable requirement. That burden should rest with NTIS, not the purchaser. We earnestly request that you reconsider this policy.

The Council would like to have you meet with us and further discuss your services and future plans. So if anytime in the future, you are going to be in this area, please let me know so that we may proceed accordingly.

Sincerely,

S/Joe Ann Clifton
Chairman
Los Angeles Regional
Technical Information
Users Council

March 31, 1971

Joe Ann Clifton, Chairman
Los Angeles Regional Technical Information Users Council
Litton Systems, Inc.
5500 Canoga Avenue
Woodland Hills, California 91364

Dear Mrs. Clifton:

Thank you for the comments in your letter of March 11.

Your suggestion that the front matter of our journals contain an explanation of the handling of the older PB documents by the Library of Congress appears most useful. We will develop an appropriate explanation for inclusion of this information in the next revision of the front matter.

Your comments on the difficulty the user encounters in dealing with our new pricing system are well-taken. Our new pricing structure is designed to equitably recover our higher operating costs which are greatest for the older documents. This approach may require the user to determine the report age in some instances. One way for the user to avoid the necessity of looking up the announcement date of ordered reports is to use our deposit account system which permits us to automatically post to the user's account the correct charge for the document ordered. We will also soon be implementing a billing system under which we will honor customer purchase orders, again eliminating the necessity for user customer lookup of the correct price of the document ordered. We will also publish from time to time cut-off accession numbers which are two years old to assist the user in determining the age of the documents ordered. You may have seen such a list for AD reports in a recent issue of the DDC Digest.

As a longer range solution to the problem we are considering retaining a single cut-off number for each collection for a longer period of time, perhaps up to a full year. Thus a particular cut-off date (cut-off-number) would be announced at the beginning of the year and could be used for an entire year to determine the age of documents for pricing purposes. Your comments on this concept would be appreciated.

I appreciate the opportunity to meet with your Council and I would very much like to do so. I will let you know when my travel plans will take me to the Los Angeles area.

Sincerely,

S/William T. Knox
Director, NTIS

MINUTES OF THE LOS ANGELES REGIONAL TECHNICAL

INFORMATION USERS COUNCIL

JUNE 10, 1971

Susan Crowe, acting as Chairman, called the meeting to order at 1:45 p.m.

She introduced Mr. William T. Knox, Director of the NTIS Center, who met with the portion of the group who could not attend the SLA Conference in San Francisco. He gave the background on creation of NTIS. The Secretary of Commerce wished to make all of the Department of Commerce publications as readily available as those in the Clearinghouse. NTIS will open field sales offices in the future and will have a store in Washington.

Publications of both Department of Commerce origination and the Clearinghouse will be announced in one index ultimately; however, each agency will also be able to have their own catalog or list (the Bureau of Census for example). Consolidated indexes will be available by the first of the year.

Another major function of NTIS is to establish a data base which people may have access to.

The Clearinghouse does receive 6000 orders each day. Their clientele is defined as Business, Industry, and Agencies related to Business and Industry. They are planning to establish a more realistic pricing schedule. At $3.00 each, they were really losing money. He advocates establishing a charge in the beginning and sticking to it.

Complaints of poor fiche and poor copies may be directed to the attention of Mr. Jim Jennings, NTIS.

Discussion took place relating to service charge for deposit accounts. Mr. Knox advised that this would be eliminated. He then showed slides of the building holding NTIS and the operational function, receiving orders, processing, announcing, research, etc. Tapes are available of the indexes, and they anticipate making searches of tapes available at a reasonable price. They are looking at software programs to implement bibliographic searches.

Mr. Knox advised us that the cost of preparing the Government Research Reports Index is very high - we should have to pay $90/year. The high cost of hard copy GRI will probably mean microfilm index only is inevitable. Discussion took place regarding placing the numbers of reports on the spines as AD numbers, etc. He stated that the Superintendent of Documents will handle all MIL specifications.

NTIS is now the official focal point for issuing every piece of legislation on environmental impact systems. NTIS, even though it has a better collection in some areas than HUD, HEW, and DOT, it does not have any legal provision for contributing to depository libraries. NTIS is aggressively collecting state, municipal, and regional government reports.

Susan thanked Mr. Knox for spending time with us and listening to our complaints and questions and asked him if he had any requests for us. He replied that he would like us to encourage our personnel to subscribe to SDM and the Topical Announcements (or Fast Announcement).

The meeting adjourned at 3:45 p.m.

SECTION 10

REPORT OF THE COMMITTEE ON THE CHEMICAL

PROPULSION INFORMATION AGENCY (CPIA)

SEPTEMBER 1970

CPIA, established in 1946, is one of the oldest and best developed of the DOD information analysis centers. It captures and disseminates pertinent information relating to chemical rocket propulsion. Prior to July 1969, services were free to qualified users, but at that time, acting under a DOD directive, annual charges were established on a total-package basis, and users were sent assessments for FY 70 based on their being placed in one of four charge categories. The first annual assessments were to be reviewed and modified prior to the FY 71 assessments.

Our survey covered current and recent users in the Los Angeles area as identified in the April 1970 Chemical Propulsion Mailing List. The users are: Aerojet-General Corporation, Aerospace Corporation, Jet Propulsion Laboratory, Lockheed Propulsion Company, North American-Rockwell Corporation, Philco-Ford Corporation and TRW Systems, Inc. We sought to obtain fact and opinion concerning the following matters: (1) The quality of service and publications offered by CPIA, (2) User satisfaction or dissatisfaction with their assessments, (3) Actions taken to modify or react to the service charges and (4) Any other matters concerning CPIA on which they wished to comment.

In summary, the users' responses were as follows:

1. All users are well satisfied with the depth and quality of the services, publications and indexes provided by CPIA.
2. Most users are not truly unhappy with their assessment, though the method by which the assessments were derived is not well understood nor is it considered fair by all users.
3. To reduce or modify the charges several corporations have asked and received assessments for individual divisions

and this has tended to put the charges more fairly on the actual using groups and has furthermore tended to reduce the over-all charge to a corporation. The possibility of negotiation for a lower fee has also been explored.

4. A minor complaint has to do with the Chemical Propulsion Newsletter which is presently classified CONFIDENTIAL. This restricts its use. However, representations to the Agency has led to assurances that future issues of this useful publication will be issued as UNCLASSIFIED publications.

SECTION 11

REPORT OF THE COMMITTEE ON THE GOVERNMENT PRINTING OFFICE (GPO)

FEBRUARY 1971

Introduction

The Government Printing Office, under the cognizance of the Joint Congressional Committee on Printing, is considered the book store of the Federal Government. It sells at a nominal price publications of the Federal agencies and the Congress, announced in biweekly price lists and monthly catalog. The wide variety of items published and their importance prompted the Committee to survey a wider sample than the Council membership on the reactions to GPO service. Fifty-one libraries were surveyed with an 80% return. The survey and results are as follows:

Survey

1. What is the approximate monthly volume of orders for GPO material?

1-9	10-20	21-30	31-40	41-50	51-100	No reply
22%	33%	22%	5%	3%	5%	10%

2. How do you obtain most material from the GPO?

78% Maintain Deposit Account and order from

- 60% Washington
- 15% Los Angeles
- 0% San Francisco
- 3% No response

0% Use a commercial service

0% Obtain over-the-counter through company Washington Office.

20% Other. Please specify

GPO coupons or check

2% No reply

Some use a commercial service for subscriptions. Others plan to use a commercial service beginning in 1971.

3. How do you rate your reaction to GPO service?

18% Very dissatisfied

42% Dissatisfied

10% Neutral

28% Satisfied

2% Very satisfied

Several users expressed satisfaction with service from the Los Angeles store.

4. An attachment summarizes a user's experience with Deposit Account Orders from Washington. Is your experience

22% Better

58% Similar

20% No reply

Most noted recent improvement in service.

5. Another attachment offers Guidelines for expediting service from GPO. In general, are your orders prepared in accordance with the Guidelines?

90% Yes

5% No

5% Not applicable; obtain through other channels.

6. Have you additional Guidelines to suggest? If so, list below.

a. Obtain more information about services provided by GPO.

b. Phone GPO Info and Order Desk (202) 783-3238 for information on items not in Monthly Catalog.

7. A member is working on a revised order form. Would you prefer

25% One-time order form and mailing label (similar to NTIS)

32% Multi-copy order form (similar to NASA)

35% Present Deposit Order Blank

8% Other; be specific

Library Order Form

More room for Biblio info

TWX orders

8. Much attention centered on the Monthly Catalog. Are you satisfied with the currency of listing in the Monthly Catalog?

32% Yes

58% No

10% No reply

9. Would you like more detail (brief title, etc) under the series listings in the index to the Monthly Catalog?

75% Yes

18% No

7% No reply

10. Would prefer a KWIC format to the present index?

40% Yes

48% No

12% No reply

11. Would printing GPO catalog numbers on the documents be advantageous?

83% Yes

13% No

4% No reply

12. Many items listed in the Monthly Catalog are distributed by the issuing office, for official use only and not generally available, or for sale by NTIS. Given satisfactory announcement of these publications, would you like a separate publication listing only items for sale by GPO?

45% Yes

52% No

3% No reply

Many called attention to the overlapping indexes to government materials and felt another would be confusing.

13. If Yes above, what frequency of listing sales items would you prefer?

40% Monthly

3% Weekly

2% Other. Specify
Semi-Monthly

14. At the 1970 SLA Conference, the Business & Finance Division sponsored a panel discussion on Problems of obtaining U.S. Government

Publications. A videotape of the program is available. Would you be interested in viewing the videotape?

62% Yes

38% No

15. If Yes above, would you prefer

15% Morning

15% Afternoon

22% Evening

10% No preference

Comments

With 60% of local users dissatisfied with GPO service, no one remedy would effect a cure. There is support for a revised order form, more current listings in the Monthly Catalog, and improvements in its index. Almost unanimously the replies requested that GPO catalog numbers be printed on the documents. A Committee member is exploring arrangements for showing the SLA videotape, probably in February or March.

Two items were not included in the Questionnaire. Some wrote that experience with GPO accounting procedures was "frustrating." Attention should have been given to this in the survey. The second item came to our attention too late to be included. Micrographic Weekly November 16, 1970, reported on possible action to have GPO publications available in microform. A.N. Spence, Public Printer of the U.S., proposed to call a meeting of microfilm users, including COSATI, DOD, LC, NASA, AEC, and the National Microfilm Association. Standardization on format and reduction ratios would be helpful if the GPO goes into micropublishing.

Recommendations

1. The GPO should give priority to current listing of items in the Monthly Catalog.

2. The GPO should adhere to a timely publication schedule for the Monthly Catalog. (The December 1970 issue had not appeared by mid-February 1971.)

3. The GPO should expand the index to the Monthly Catalog.

Attention should be paid to entries for chairmen of government commissions and committees, and their conventional as well as official form of names.

4. The GPO should utilize a single-item, multi-copy order form, with provision for ordering multiple copies of the item. The order form should provide copies for requester's retention, GPO shipping, reply form, and Deposit Accounting.

5. The GPO should print the GPO catalog numbers on the documents.

ONE USER'S EXPERIENCE WITH DEPOSIT ACCOUNT ORDERS FROM WASHINGTON

WEEKS UNTIL RECEIPT OF ITEM

MO/YR	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
Jan'69								1							1			
Feb'69								1	14			15		2				
Mar'69										1		9	2	4	1	1		
Apr'69			2								7	9	3			1		
May'69		4								1		10						
June'69							1	8	1	2	1							
July'69						1					1	1	16					
Aug'69				1				9	6	2								
Sept'69		2						8			1							
Oct'69						3	5		1		2						1	
Nov'69	1	2						1		3								
Dec'69									12									
Jan'70									3	8							1	
Feb'70				10					5	4								
Mar'70				8	1	4	1											
Apr'70			6		4	2												
May'70		2	3	6	4													
June'70	3		2															
July'70	3	10	2															

Attachment to Committee Report on GPO (Question 4)

LOS ANGELES REGIONAL TECHNICAL INFORMATION USERS COUNCIL

GPO COMMITTEE

The Perfect Order: Some GPO Guidelines

The following guidelines for expediting service from the Government Printing Office were presented by Bernard Locker, Bernan Associates, at the 1970 SLA Conference. Perhaps some of us can improve our ordering procedure while GPO improves their fulfillment procedure. An improvement at both ends would be an improvement indeed.

If you maintain a deposit account with the Superintendent of Documents, prepare orders on the Deposit Order Blank. Show the catalog number, complete title, and price. If the catalog number is not available, indicate the issuing Federal agency. Note carefully on the title any details such as year of edition, volume, or part number. Show the price only when the information is available---guesses confuse the clerks.

Do not attach your own order forms or supplementary information to the Deposit Order Blank. Attachments can cause delays while forms are verified or letters are read.

GPO attempts to provide quick service on items appearing on the Selected Lists. But their accelerated special handling is available only for a limited time, and only when the entire List is returned. Do not, when ordering items from Selected Lists, extract the information and submit a separate Deposit Order Blank.

But do submit separate orders for subscription services. Include on the order form no documents, since different units handle the two items. Consolidation delays. Renewal subscriptions are expedited by returning the Expiration Notice (if you receive one.)

A change-of-address notice on subscriptions can delay receipt of issues or cause missing issues while the address plate is pulled. If an attention line is likely to change during the course of the subscription term, distribution from the Library or Information Center is preferable. The Expiration Notice would then receive proper attention. This is especially important on the on the "idenfinite term" services, where the recipient user might not realize the importance of the Notice.

Attachment to Committee Report on GPO (Question 5)

APPENDIX

MEMBERS OF THE

LOS ANGELES REGIONAL TECHNICAL INFORMATION USERS COUNCIL

Robin Burt Henry Johnson	A C Electronics Defense Research Labs. General Motors Corporation Goleta, CA 93017
Myra T. Grenier	Aerojet-General Corporation Corporate Library Azusa, CA 91702
Dr. LeRoy H. Linder	Aeronutronic Division Philco-Ford Corporation Ford Road Newport Beach, CA 92663
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Yvonne J. Millar	Garrett Corporation AiResearch Mfg. Co. Torrance, CA 90509

Dorothy Avary	General Dynamics Corporation Pomona, CA 91766
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William Campbell	Hughes Aircraft Company Culver City, CA 90230
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Helen J. Waldron	The Rand Corporation Santa Monica, CA 90406
James C. Fuscoe	Rohr Corporation Chula Vista, CA 92012
Nathan J. Sands	Singer-General Precision, Inc. Glendale, CA 91201
Claudia Jakobeit	Space & Missile Test Center Vandenberg Air Force Base Technical Library Vandenberg AFB, CA 93437